



## King County

Invites Applications for the Position of:

### Judicial Cashier

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 07/14/14 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 07/25/14 04:30 PM (GMT -8:00)

**SALARY:** \$20.03 - \$25.39 Hourly

**LOCATION:** Multiple locations in King County

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Judicial Administration

**JOB NUMBER:** 2014JF04066

**SUMMARY:**

The Department of Judicial Administration (DJA) is an innovative, forward-looking agency using technology to help perform tasks better, more efficiently and reliably. DJA (also known as the Superior Court Clerk's Office) performs a variety of services for the Court, litigants and the public. DJA's mission is to provide professional, high-quality Superior Court record services and justice system programs, while ensuring access to justice and integrity in the process. King County values the balance between work and life outside of work. We offer an outstanding benefits package, 10 paid holidays, life insurance, an employee assistance program and much more. Please visit our website to learn about King County's commitment to employee's health and well-being: <http://www.kingcounty.gov/employees/>.

**WHO MAY APPLY:** This position is open to King County career service employees and the general public. Preference will be given in that order.

**WORK LOCATION:** 516 3rd Ave., Room E609, King County Courthouse, Seattle, WA.

**WORK SCHEDULE:** This position is overtime eligible. It works a 40 hour workweek, Monday through Friday, days with slightly varying shifts. Additional hours may be necessary to respond to workload needs, which may include evenings and weekends.

**ADDITIONAL MATERIALS REQUIRED:** Please include a resume and letter of interest detailing your background and describing how you meet or exceed the requirements for this position. These materials are supplemental to your application. You must still completely fill out the application with your relevant education and work experience. Your application may be rejected as incomplete if you include relevant information only on the resume or cover letter. Please note that you can attach multiple documents to your application. Your options are:

- \* Copy and paste one or more documents into the text resume section of the application.
- \* Attach multiple documents/files in the resume attachment section.

**Contact Information:** For questions regarding the recruitment process, please contact Joy Fernandes at 206-477-0774, for questions regarding the position please contact Karen Lazzara at 206-477-0815.

**JOB DUTIES:**

This position interacts heavily with a wide variety of the public, members of the Bar, Court, law enforcement and other government agencies and works in a high activity environment. It is expected that candidates in this position are accountable for providing a consistent and accurate final work product. It is essential that candidates in this position possess strong technical knowledge in order to process customer filings and requests from an electronic interface. Because this position acts as a liaison between the customer and the court, it is essential that the candidate exhibits a high degree of professionalism. Successful candidates in this position will possess excellent organization skills and are extremely motivated to perform in a fast-paced environment with accuracy.

Examples of Duties include, but are not limited to:

- Working in a team setting, rotating between distinct assignments.
- Receiving, interpreting, preparing, issuing, and/or executing legal documents. Determine what action to take for case filings, such as assigning appropriate case number, judge and trial schedule. Use specialized computer applications to receive, process, print and prepare court documents according to set guidelines.

- Understanding and applying policy and procedures including RCW's, State and Local Court Rules. You will be required to interpret policies, rules or procedures to customers and address the issues of somewhat difficult customers, while exercising a moderate degree of independent judgment and professionalism.
- Open, route, and process incoming mail.
- Assisting customers with electronic applications; providing procedural information in a courteous and professional manner to internal and external customers.
- Research criminal and civil payments using various automated accounting and court management systems. Handle cash and checks from nominal to large amounts and enter payment information into a computer based receipting system.
- Coordinate several overlapping responsibilities under time pressures with extreme accuracy. You will also assist customers in person and over the phone, at times simultaneously.
- Represent the division and the department on various committees, perform other Clerk's functions, assist other sections and other duties as assigned.

#### **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

Applicant's experience must demonstrate the following knowledge, skills, and abilities or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

- High school diploma or G.E.D.
- Ability to efficiently handle large volumes of cash and checks with extreme accuracy.
- Ability to provide excellent customer service in situations that require tact, patience, and understanding.
- Communication skills to effectively provide information and answer questions clearly to people of diverse backgrounds, in person, over the phone and in writing.
- Ability to be reliable and dependable.
- Experience learning and using different computer applications to perform complex tasks.
- Effective time management and organizational experience.
- Ability to learn quickly and apply solutions to similar situations
- Ability to embrace change and the challenge of unfamiliar tasks.
- Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging.
- Ability to develop and maintain work relations with peers by working as a team player, being cooperative, encouraging collaboration and is able to problem solve with peers.
- Ability to be organized and track multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files.

- Ability to listen – uses active listening skills and is able to demonstrate listening skills. Asks good questions to help clarify the message.
- Ability to make good decisions based upon a mixture of analysis, wisdom, experience, and judgment;
- Demonstrates the ability to be customer focused and provide customer service with confidentiality, patience and professionalism, in person, over the phone and in writing.
- Has the ability to stay calm, cool, and collected under pressure; does not become defensive or irritated when times are tough.

**DESIRABLE QUALIFICATIONS:**

Knowledge of legal documents and court rules and/or procedures; experience in a judicial environment.

Recent cash handling experience.

**SUPPLEMENTAL INFORMATION:**

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Application materials will be screened for qualifications, clarity and completeness. Based upon the information provided in the application materials, the most competitive candidates may be invited to additional selection processes, including an oral interview.

- The person hired into this position will be required to adhere to the policies of the Department of Judicial Administration in meeting and maintaining the standards required for providing professional, high-quality Superior Court record services, while ensuring access to justice and integrity in the process as well as other standards related to conduct.

**NECESSARY SPECIAL REQUIREMENTS:**

Must be able to work occasionally at other locations.

No felony convictions in the last ten years.

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**

## **Judicial Cashier Supplemental Questionnaire**

- \* 1. Describe your experience providing customer service directly to the public, both in person and by telephone. Be specific about: a. Your experience explaining complex rules and procedures to people unfamiliar with them; b. Customer services you provided; c. Include the employer name and dates for each experience.
- \* 2. Describe your work experience and how it will benefit you in this position? Please include any relevant software and/or computer programs.
- \* 3. Give an example of something you've done in previous jobs that demonstrates your willingness to work hard.
- \* 4. Please indicate your experience in using and understanding, Legal Terminology, court rules and/or procedures; experience in a judicial environment.
  - ☐ No experience
  - ☐ Less than one year
  - ☐ One year or more
- \* 5. Please indicate your recent cashiering experience.
  - ☐ None
  - ☐ Less than two years
  - ☐ Two years or more, less than six years
  - ☐ Six years or more
- \* Required Question